

CTAC RESOLUTION #18-04

RESOLUTION SUPPORTING THE IMPLEMENTATION OF THE MIAMI DADE TRANSIT CONSUMER INFORMATION NETWORK (CIN) THAT WILL UPGRADE THE CURRENT TELEPHONE SYSTEM AND RECOMMENDING THE HIRING OF ADDITIONAL STAFF TO HANDLE THE INCREASE IN SERVICE

WHEREAS, the Board of County Commissioners (BCC) and the Metropolitan Planning Organization (MPO) have established the Citizens Transportation Advisory Committee (CTAC) to advise it on transportation related matters, and

WHEREAS, the CIN will incorporate a 24-hour system Monday thru Friday with an auto message option that will enable Customer Service Agents to handle the call load effectively while reducing call waiting times, and

WHEREAS, CTAC recommends the hiring of additional Customer Service Agents to properly handle the increase the system will experience.

NOW, THEREFORE, BE IT RESOLVED BY THE CITIZENS TRANSPORTATION ADVISORY COMMITTEE (CTAC) OF THE METROPOLITAN PLANNING ORGANIZATION FOR THE MIAMI URBANIZED AREA:

SECTION 1: That the CTAC supports the implementation of the Miami Dade Transit Consumer Information Network (CIN) that will upgrade the current telephone system and recommends the hiring of additional staff to handle the increase in service.

The foregoing resolution was offered by Norman Wartman, who moved its adoption. The motion was seconded by Naomi Wright, and upon being put to a vote, the vote was as follows:

Rolando Acosta	- Aye	Marlon L. Kelly, Sr.	- Aye
Andrew Burgess	- Aye	Mario Martinez-Malo	- Absent
Wendy Carr	- Absent	Kimberly Miller	- Aye
Joseph M. Corradino	- Absent	Martin Nash	- Aye
Jose J. de Almagro	- Absent	Emma Pringle	- Aye
Carlos Diaz Padron	- Absent	Ramon Ramos	- Aye
Willie Duckworth	- Aye	Paul Schwiep	- Absent
Daniel Fils-Aime	- Aye	Lee Swerdlin	- Aye
Joseph Fontana	- Aye	Janak Thakkar	- Aye
Hudson Gaulman, Jr.	- Aye	Jeffrey Wander	- Aye
Jose Garrido	- Aye	Norman Wartman	- Aye
Mac Glasgow	- Aye	John Westbrook	- Absent
Frank Hernandez	- Aye	Naomi Wright	- Aye
Peggy Hollander	- Aye	Andrea Young	- Aye
Ramon Irigoyen	- Absent	Frank Zeinali	- Aye

Chairperson Mike Hatcher - Aye

The Chairperson thereupon declared the resolution duly passed and approved this 30th day of June 2004.

CITIZENS TRANSPORTATION ADVISORY COMMITTEE (CTAC)

By _____
Elizabeth Rockwell, CTAC Secretariat